



# pRide



FEBRUARY 1996

THE NEWSLETTER BY AND FOR

RHODE ISLAND STATE EMPLOYEES

## NEW DISABILITY INSURANCE PLAN NOW AVAILABLE TO STATE WORKERS

by Brian Keeler, Chief of Employee Benefits

All state employees are now eligible for a personal short term, disability benefit plan available through pay-roll deduction. The plan is provided by AFI.AC — a world leader in the supplemental health insurance industry.

The program is designed to assist you by replacing a portion of your income should you become disabled. This includes disabilities caused by both accidents and illnesses. You select the benefit amounts in \$100 increments to \$700 per month up to a maximum of \$3,000 per month. Your annual income will determine the maximum benefits you can select. You can choose benefit periods of 3, 6, 12 and 24 months. This program has a 30 day waiting period. The program is guaranteed renewable to the age of 70.

We realize that a disabling illness or accident can be most devastating to an individual or a family. The benefits are paid directly to you and can help meet your financial needs during a very difficult time.



"ENOUGH WITH THE SNOW, ALREADY!"

## DO WE NEED HEALTH AND SAFETY COMMITTEES IN GOVERNMENT?

by Joseph V. Cardillo, Jr., Chairman, Department of Administration Health and Safety Committee.



It is the inherent responsibility of state government to protect the health and safety of its employees while on the job, and that of visitors to state owned facilities. To fulfill that responsibility, Health and Safety Committees have been established throughout state government and charged with developing health and safety awareness programs that encompass federal and state safety regulations, to help prevent accidental injuries and/or illness in the workplace.

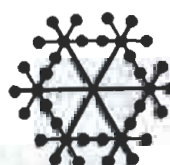
A few years ago, state government experienced two horrible accidents involving state workers. The first involved a Department of Transportation truck that was stopped near a freeway exchange area while a crew was doing repair work. The employees did not take the precaution to station proper signage and/or blinking lights. A vehicle coming onto the freeway ramp hit and killed two members of the crew.

Within weeks of this incident, a state worker at the sewage treatment plant fell into a sewage retaining tank and drowned. Both tragedies could well have been prevented through proper safety training.

These two incidents prompted the former Governor to create a Health and Safety Task Force. Under the guidance of the R.I. Department of Labor, health and safety awareness programs were developed, committees established, and resources provided to state agencies.

Governor Lincoln Almond continues the commitment to workers' health and safety, and has appointed Director of Labor **Edna Poulin**, to oversee the Statewide Health and Safety Task Force.

Are health and safety committees necessary? Accidents that result in injury, illness or death can be prevented through safety awareness programs. What price would you place on a single human life? (See Page 4 for Directory of State Health & Safety Committees).





# O.T.D. Office of Training and Development

## WINTER COURSES

### February

- 1 CPR
- 5 Speedwriting
- 5 Keeping Kids Programs Safe
- 7 Making Presentations
- 7 Intro to DOS
- 8 Supervisory Skills
- 12 Windows
- 13 Assertiveness
- 13 Affirmative Action
- 13 Workers' Comp Law
- 16 Treatment Planning with DSM-IV
- 19 Sign Language
- 19 Personal Computers
- 21 Self Made Leader
- 23 Patterns of Abuse
- 26 Intermediate DOS
- 27 Intermediate Word Perfect
- 28 Financial Planning

### March

- 1 Psychiatric Disorders of Children
- 1 Lotus
- 4 Managing Employee Performance
- 6 Desktop Publishing
- 7 Children of Domestic Violence
- 7 Divorce Mediation
- 8 Boys Who Have Been Sexually Abused
- 11 Labor Relations Issues
- 11 Windows
- 15 Civil Procedures Act
- 18 Challenges of a Supervisory Position
- 18 Windows
- 21 Cognitive Behavioral Therapy
- 22 Accuracy of Women's Memories of Childhood Sexual Abuse
- 22 Recovery of Resiliency in Trauma Survivors
- 25 Intro to DOS
- 26 Mental Health Law
- 27 Situational Leadership
- 27 Persuasive Presentations
- 28 TDD



## TELEPHONE TAG ... A GAME NOBODY WINS

You call and leave a message. The person you called returns your call and leaves a message for you. You return the returned call and find that once again, the person is not there. It's a game of tag where no one wins.

To touch base with your contacts, keep these handy suggestions in mind to curtail telephone tag:

• **Consider talking to someone else.** Often the answer you need can be found elsewhere — perhaps with an assistant or someone else in the department. Or try asking the person who answers the phone: "Do you know why Mr. Brown called me?"

• **Avoid calling at "dead times".** Calls made between 11:45 a.m. and 1:30 p.m., after 3:45 p.m., and on Friday afternoons are less likely to find people in their offices. If you are trying to reach the director of a department or agency or some other top executive, calling at 8:30 a.m. or 4:30 p.m. has a high degree of success. Most top officials log extra hours.

• **Answer any questions when you return a call.** Example: "If Mr. Jones needs updated information about Thursday's meeting, please tell him that I will arrive at the hotel at 3:00 this afternoon." In many cases, this strategy will eliminate the need for a return telephone call.

• **Eliminate calls with a fax.** Instead of making a call, send a fax. This is especially effective when you have statistics or other complex information to convey. Often, your contact will be able to review your fax message before calling you back.

This streamlines your communication.

—Source: From Nine to Five

## NEW ADDRESS FOR DOE

The R.I. Department of Education has moved to the Shepards Building in downtown Providence. The new address is 255 Westminster Street, Providence, RI 02903-3400. The phone number remains the same — 277-4600

**pRide**, the state employees' newsletter, is published bi-monthly by the Division of Human Resources, Department of Administration, William E. Powers Building, One Capitol Hill, Providence, RI 02908-5860. 277-2200

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**Deadline for contributions to the April issue is March 10, 1996.**

**The State of Rhode Island is an equal opportunity employer and reasonable accommodations will be provided. For assistance, call EEO Office at 277-3990. (TDD 277-6144).**





## pRide in performance

A nursing team from Eleanor Slater Hospital has received the first Hospital Association of Rhode Island Nursing Innovation Award for developing protocol to prevent pressure ulcers in long term care hospital patients. Ten area hospitals participated in the competition established to recognize breakthrough team performance in clinical care.



Accepting the award at HARI's Celebration of Excellence were team members **Theresa Denny**, SRN; **Mary Lou Cline**, RDE; **Faith Wilson**, IA; **Luella Moon**, RN; **Sally Jaques**, SRN; **Elizabeth Huling**, RN; **Deborah Giles**, LPN; **Marco Calvo**, MD; **Karen Grant**, M. Ed; **Wilhelmina Japlit**, MD; **Linda Strung**, RN; and **Joseph Lapenta**, MA, Hospital Administrator.

The team developed a protocol for patients with pressure ulcers that includes treatment innovation combining two commonly used medical substances as a dressing for pressure ulcers. The protocol has caused a drop in the number of patients at the Eleanor Slater Hospital with pressure ulcers from 10% to 3.2%. According to the U.S. Department of Health and Human Services, nationally, about 23% of the residents in long-term care facilities develop pressure ulcers.

"The team's clinical knowledge, combined with total dedication to the well-being of our patients has produced this significant breakthrough in the treatment of pressure ulcers," said MHRH Director A. Kathryn Power. "We are all proud of this remarkable team. They have brought distinction to themselves, their respective professions, as well as to the employees of the state of Rhode Island. They represent the quality of our workforce, which daily and routinely performs tremendous acts requiring professional skill and compassion, in order to provide quality programs and care."

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**Dan Lilly** works with the Economic Development Corporation's Federal Procurement Program. Under his direction, the Program has consistently met or exceeded performance goals by a wide margin, generating roughly \$33 million in federal procurement contracts for Rhode Island businesses in FY 95, and earning the State an "outstanding" rating during the most recent federal evaluation of the Program.

Dan also worked to put the State Purchasing System on the Federal Procurement network, thus providing a better product by adding state bids to the sales opportunities on the system.

Last fall, news was received that the Rhode Island Program and that of several other states would not be funded in the coming fiscal year. This was not news to be taken lightly, nor would Dan stand-by and lose the Program without a fight.

Dan worked closely with the Rhode Island Congressional delegation to emphasize the importance of the program to the State's small businesses, and networked with procurement officers in other states to secure support for a redesign of the Program. Dan succeeded in securing more than 20 senatorial signatures in support of the Program. As a result of his work, not only is the Program being fully funded for FY 96, but it is being amended to better serve small businesses in all states, including Rhode Island.

In recognition of Dan's accomplishment in rescuing the Federal Procurement Program from oblivion, Governor Lincoln Almond on November 20, 1995, issued a Gubernatorial Proclamation designating November 27, 1995 as **Dan Lilly Day**.

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Five state workers have received cash awards from the State's Suggestion Award Program. Top prize of \$2,000. (the maximum) went to **John Blais**, from the Department of Transportation. Mr. Blais modified a road sweeper to use a 6 ft. broom instead of a 4 ft. broom and added a gutter sweeper. This

new design permits continuous sweeping of sidewalks and walls abutting the sidewalks without the need for 3 laborers to accompany the operation and the truck in which they travel. It is estimated that Mr. Blais' suggestion will save the State approximately \$65,000. annually.

The second highest cash prize, \$767., was awarded to **Barbara Choquette** of Rhode Island College. Her suggestion pertained to the elimination of master file control print-outs. It is estimated that her suggestion will save the State \$15,340. annually.

Other recipients of cash awards included **Ralph Ravo** of the University of Rhode Island, for designing, manufacturing, and installing a protective cover for the residence hall card readers; **Elaine M. Vessella** of the Department of Children, Youth and Families (DCYF) for a suggestion regarding retroactive payroll adjustments; and **Ralph Mariano** of the Narragansett Bay Commission for developing a brick flow diversion device.

Cash awards totalled \$3,994.38, and the total annual savings to the State is estimated at \$105,686.88.

Congratulations to all the winners, and thanks to all who submitted suggestions. You can earn extra \$\$\$ Submit your suggestions today.

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Some months ago, **Richard S. "Dick" Bouchard**, a Program Manager at the Rhode Island Emergency Management Agency, was notified that he had become "one of 377 persons in the world" to receive the highest honor of professional achievement available from the National Coordinating Council on Emergency Management (NCEM). Bouchard became the first Rhode Islander to receive the designation of Certified Emergency Manager (CEM) from a panel of 25 respected professionals (continued on page 4)





## pRide in Performance

(Continued from page 3)

in the field who pass on the rigid application process. Out of more than 1450 applicants for the credential, the Commission approved only 37. Bouchard was the only candidate in the group from New England to receive the honor.

To maintain his certification, Bouchard must pass a 125-question written examination within five years, and must continue to add to his already impressive record of more than 658 hours of certified specialized training.

Belated congratulations Dick on your achievement! Your record of public service is outstanding; it would fill books.



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### LOCAL PUBLIC ADMINISTRATION CHAPTER ANNOUNCES NEW OFFICERS

The Rhode Island Chapter of the American Society for Public Administration (ASPA/RI) recently announced the list of officers to serve for the next year.

The new President is **Steven L. Castiglioni** of Warwick, Commissioner of Public Safety for the City of Warwick.

Vice President is **Margaret Vott** of Providence who works at McAuley Village; secretary, **Frank Procacini** of North Providence, a private business owner; and treasurer, **Sharon Reynolds** of Warwick who is employed by the R.I. Superior Court.

Also announced were the names of members of the ASPA executive committee: Providence Resident **Francis Leaze**, Rhode Island College professor of public administration and director of the state's master of public administration program; South Kingstown resident **Tom Marcello**, Department of Children, Youth and Families info systems, planning and program development office; Narragansett resident **Clare Eckert**, Rhode Island Director of News and Public Relations; **Joseph Barry** of Middletown; Cumberland resident **Sherry Campanelli**, deputy director, Department of Human Services; North Providence resident **Tina Rosa**, Department of Corrections personnel office, and **Lee Arnold**, associate director with the Department of Employment and Training.

ASPA is a national organization dedicated to promoting public service and administration through education, research and community involvement.

✂ CUT 'N SAVE ✂

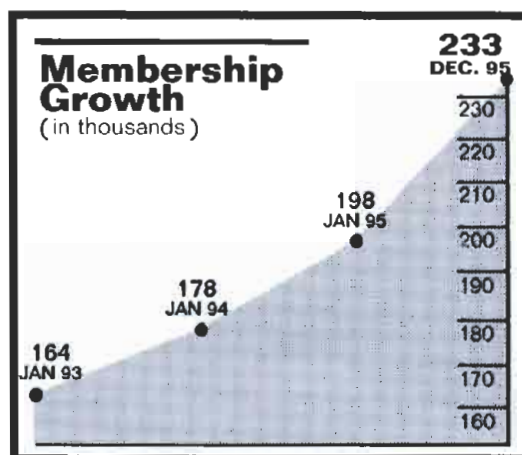
## DIRECTORY OF STATE AGENCIES AND HEALTH AND SAFETY COMMITTEE REPRESENTATIVES

<b>Administration</b> Joseph Cardillo 277-6460	<b>Health</b> Marie Stoeckel 277-2231
<b>Architects Board of Examination &amp; Registration</b> Raymond DeCesare 942-9364	<b>Higher Education</b> Francis L. McGovern, III 1-401-792-2618
<b>Atomic Energy Commission</b> Terry Tehan 1-401-789-9391	<b>Human Services</b> Bethany Johnson 464-2481 Paul Morrissey 464-2481
<b>Attorney General</b> Cheryl Garnett 274-4400 Ext. 2350	<b>Intergovernmental Relations</b> Richard Marchand, Jr. 277-3370
<b>Business Regulations</b> Gene Daignault 277-2223	<b>Judiciary</b> Frank Sylvia 277-3274
<b>Child Advocate</b> Ronald Johnson 277-6650	<b>Labor</b> Robert Lynch 457-1800 E. Jean Severance 277-3994
<b>Children, Youth &amp; Families</b> Angelo Pizzi 457-4708	<b>Lt. Governor's Office</b> Stephen Boyce 277-2371
<b>Coastal Resources Mgmt. Council</b> William J. Hawkins, III 277-2476	<b>Mental Health Advocate</b> H. Reed Cosper 464-2003
<b>Corrections</b> Kent Grissom 464-2052	<b>Mental Health, Retardation &amp; Hospitals</b> Linda Beck-Wetherell 464-2785 Joseph Devenish 1-401-568-2551 Karen Grant 464-1917 Gene Nadeau 464-3666 Kathy Sherman 464-2431 John Solomon 464-3050 Steve Strate 464-2783
<b>Developmental Disabilities Council</b> Denise J. Holmes 464-2032	<b>Narragansett Bay Commission</b> Joseph LaPlante 277-6680
<b>Economic Development</b> Andrea L. Adamo 277-2601	<b>National Guard</b> Dean Mansfield 457-4100
<b>Elementary and Secondary Educ.</b> Malt Santos 277-4600	<b>Public Television</b> Dexter B. Merry 277-3636
<b>Elderly Affairs</b> Anthony Zompa 277-2858	<b>Public Utilities Commission</b> John Milano 277-3500
<b>Elections</b> Frances Keating 277-2345	<b>Secretary of State</b> Julie Grace 277-2357
<b>Employment and Training</b> David McAndrew 277-3600	<b>State Police</b> Barbara Gwaltney 444-1000
<b>Environmental Management</b> Melanie Mouradjian 277-6800	<b>Transportation</b> John Marchwicki 277-2468
<b>Ethics Commission</b> Jean Angillio 277-3790	<b>Treasury</b> Claudia Haugen 277-2287
<b>Fire Marshall</b> Gerald Leddy 277-2335	
<b>Fire Safety Code Appeal Bd.</b> Cynthia Dehler 277-3189	
<b>Governor's Justice Commission</b> Gail Pereira 277-2620	



# OUR STRATEGY IS SIMPLE: Increase Member Satisfaction... Increase Membership.

(Apparently it's working!)



Word of mouth is always the best advertising. So as more and more members talk about how satisfied they are with United Health Plans, more and more people become members! As this graph shows, membership continues to grow steadily.

So, how satisfied are our members?

**98%** total overall satisfaction performance rating, considered outstanding in the industry

**96%** of members say we meet or exceed expectations for helpful, courteous service

**95.5%** of members would recommend UHPNE to a friend

Ask the State Employee Benefits Office for more information about the health plan that sees member satisfaction as its number one goal.  
Or call United Health Plans direct at 1-800-447-1245.



**United Health Plans  
of New England, Inc.**

*National Leaders. Neighborhood Doctors.*

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(401) 737-6900 ■ Fax (401) 732-7211 ■ Toll Free: 1-800-447-1245

# SATISFACTION OR SAVINGS?

## With United Health Plans of New England, You Get Both!

### Decreasing Pricing Trend

1993	9%
1994	6.5%
1995	4%
1996	4%

Cost control doesn't mean benefits control. It means efficiency of management and adherence to quality standards. In return, our members receive the very best health care coverage at premiums lower than many competitors. And as the graph above shows, our price increases have been on a downward trend over the past several years.

### Member Satisfaction\*

UNITED HEALTH PLANS 98%

INDUSTRY COMPARISON 81%

\*Member satisfaction statistics shown are based on an annual survey conducted by Gallup Research.

**98%** of complete accurate claims are settled within 21 working days

**95%** of customer service calls are answered within 5 rings

**90%** of all problems are resolved during first contact

Ask the State Employee Benefits Office for more information  
about the health plan that sees member satisfaction as its number one goal.  
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